



## inTransition

### Background

**InTransition** is a voluntary program to provide behavioral health care support to service members and veterans as they move between health care systems or providers. Personal coaches, along with resources and tools, assist service members during the transition period, empower them to make healthy life choices, and are available 24/7 via toll-free call. Family members are also encouraged to call the program to find out how their service member can get started with inTransition. The Defense Department developed the program in response to its Mental Health Task Force recommendation to “maintain continuity of care across transitions” for service members and veterans. **Defense Centers of Excellence for Psychological Health and Traumatic Brain Injury** (DCoE) manages the program and its support coaches.

### Mission

The program helps those returning from deployment; those transitioning to or from active duty; service members separating from the military or temporarily relocating; wounded warriors transitioning back home following care at military treatment facilities, VA facilities or Warrior Transition Units and those changing health care systems or providers due to a permanent change of station.

### Structure

A personal coach assists service members by connecting them to their new provider, locating local community resources and support groups, finding crisis intervention services in the service member's new location and monitoring them through their transition. All inTransition coaches are skilled counselors who un-

derstand today's military culture and maintain service members' privacy and confidentiality. The coaches are licensed masters or doctoral level behavioral health care experts with at least three years of experience. Some of the concerns service members discuss with their coaches include: relocations; family separation; deployment readiness; transitioning to civilian life; post-traumatic stress; traumatic brain injury; depression; anxiety and other behavioral health conditions, such as substance abuse and domestic violence.

**“The inTransition program provides support to service members undergoing transitions of all kinds, to ensure they maintain their behavioral health treatment and successfully persevere through the changes in their lives.”**

— Dr. Lolita O'Donnell, DCoE  
Strategic Communications directorate  
outreach deputy director

## Results

Counselors engage service members in telephonic coaching sessions and answer questions about behavioral health care, including treatment, providers and outcomes. The coaches motivate service members to remain in treatment and not disengage from the treatment process while undergoing a transition. The main purpose of the program is to keep service members engaged as some stop receiving treatment during transition periods.

Service members can call a counselor for a confidential discussion on whether the program is right for them or they can call jointly with their current behavioral health care provider present. Family members are encouraged to call inTransition if they believe their service member could benefit from these services. The program's coaches assist families coping with long periods of separation, relocation challenges, children and finding recovery systems for wounded service members. They also help military spouses seeking education and employment.

While coaches do not provide behavioral health care services themselves, they do facilitate access to such services for military personnel, enabling them to seamlessly progress through transitions in their lives. They also assist service members with maintaining healthy lifestyle choices during the transition period. Enrollment in the program can be initiated by the service member or through referral from the service mem-

ber's current provider or case manager. All it takes is one toll-free phone call to 800-424-7277, which can be made anytime 24 hours a day, seven days a week.

## Resources

### February 17, 2011 DCoE Blog

InTransition program releases new public service announcements

### Aug. 18, 2010 Warrior Gateway Blog

The inTransition program: maintaining continuity of care through transitions

### Aug. 10, 2010 inTransition podcast

An online interview with Dr. Lolita O'Donnell, inTransition Program Lead, describing the inTransition program on a "Dot Mil Docs" podcast provided by the Military Health System

### August 2010 inTransition web training

17-minute video and audio webinar explaining the program

### April 8, 2010 inTransition podcast

An online interview with Lt. Col. Hans Ritschard, describing the inTransition program on a "Dot Mil Docs" podcast

### April 2010 inTransition web training

15-minute video and audio webinar discussing how the program works

### [inTransition website](#)

Inside the United States  
**800-424-7877**

Outside the United States, toll free  
**800-424-4685 (DSN)**

Outside the United States, collect  
**314-387-4700**